

# NYBCP Service Delivery Questionnaire Q1 and Q2 Results 2016-17

## Methodology

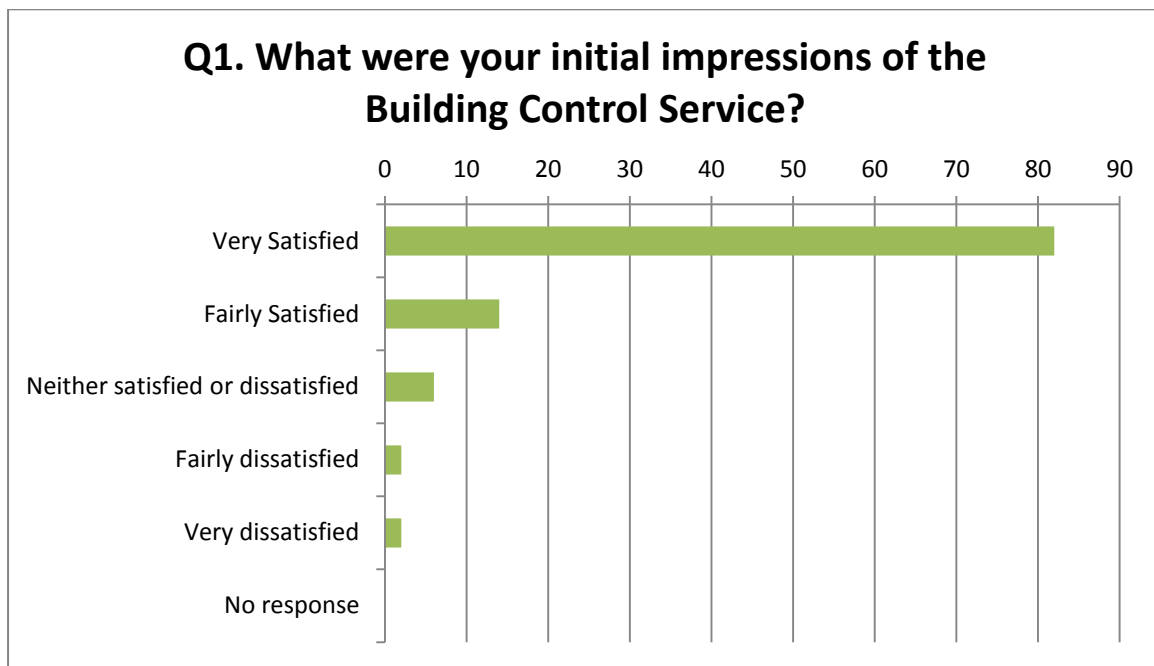
106 responses were received from 1st April to 30th September 2016.

## Results

### Q1. What were your initial impressions of the Building Control Service?

Out of the 106 respondents, **82** were Very Satisfied with the initial impressions of the service, with **14** Fairly Satisfied with the initial impressions.

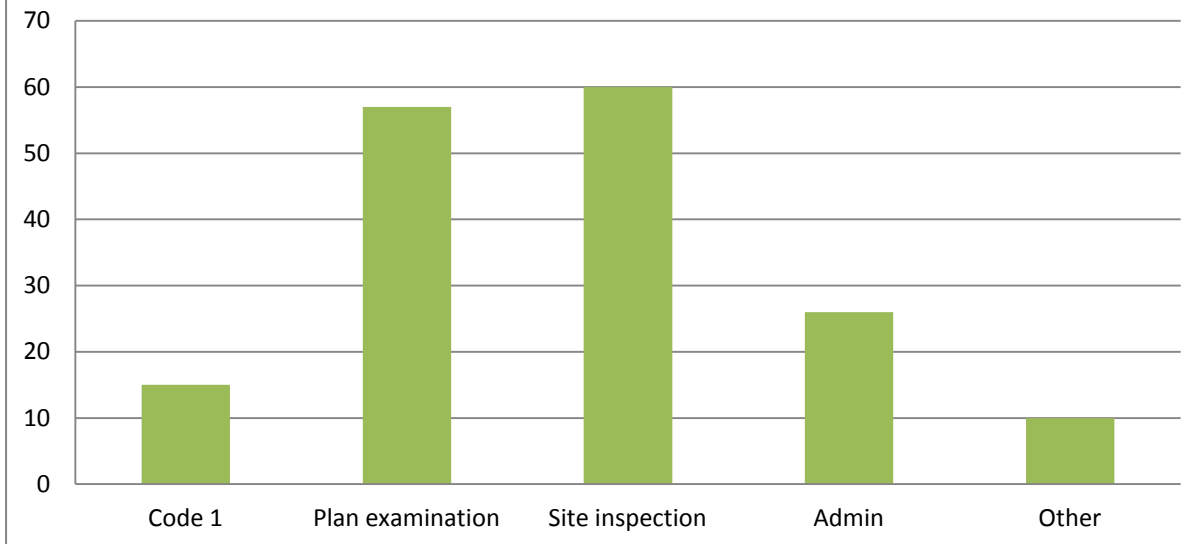
**4** of the responses were either Fairly or Very dissatisfied.



### Q2. As a user of the service what areas do you come into contact with?

The majority of respondents had contact with the service during a plan examination and/or site inspection.

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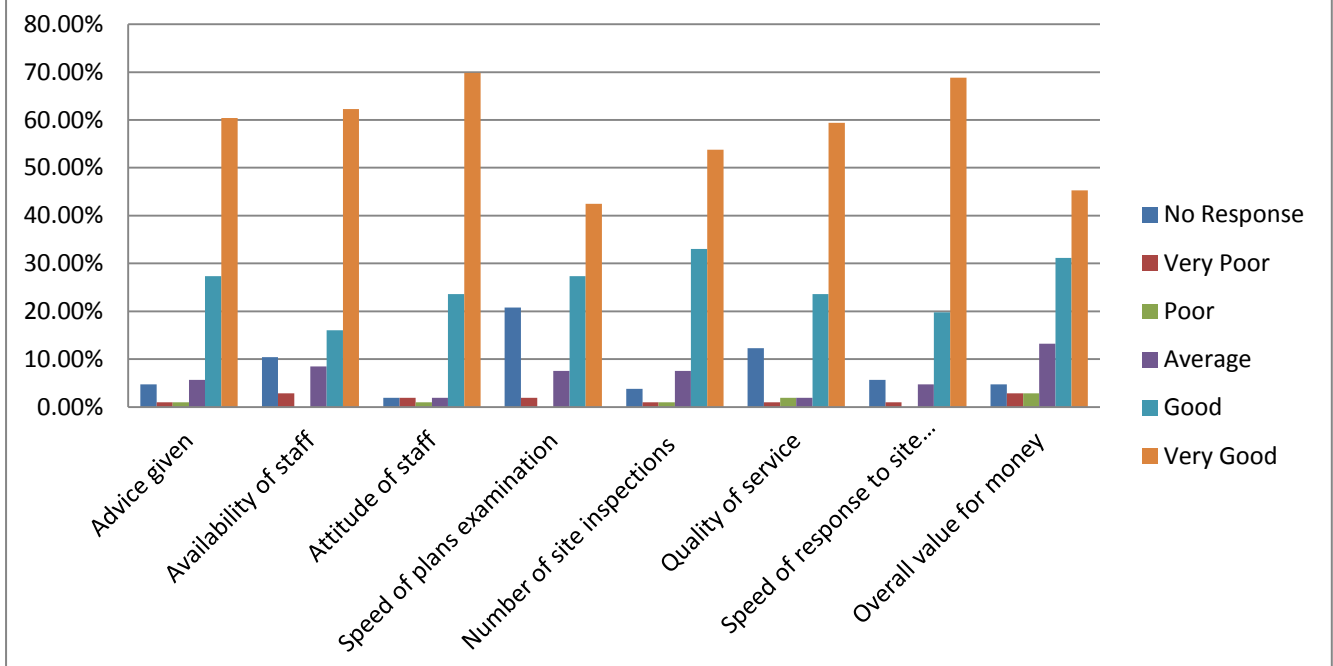


### Q3. Please rate the following aspects of the service:

When asked to rate different aspects of the service, respondents rated 'Attitude of Staff' and 'Speed of Response to site inspection requests' highest with 70% and 69% rating both aspects Very Good.

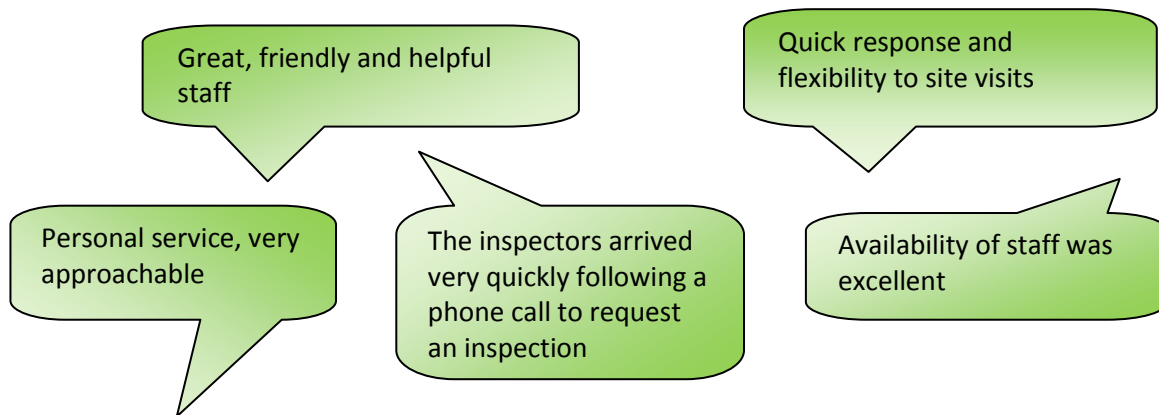
When looking at the Very Good and Good ratings together, 'Attitude of Staff' was top with **93%**. 'Speed of response to site inspection requests' (89%) and 'Advice given' (88%) were the two next best rated aspects of the service.

### Q3. Please rate the following aspects of the service:



**Q4. What aspects of the service did you find particularly good?**

Helpfulness of staff and speed and efficiency of service is what respondents found particularly good about the service.



**Q5. What aspects of the service do you think could be improved?**

The majority of respondents said nothing could be improved. Of those that did respond, these were the common themes:

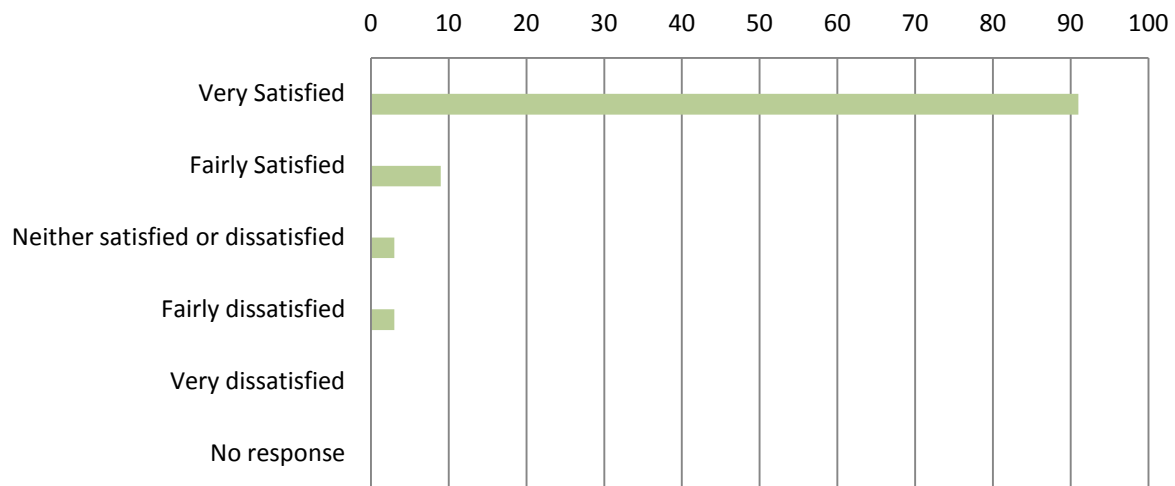
- Cost of the service
- The online application form
- Communication with staff and getting a response
- Area that inspectors have to cover

**Q6. How would you rate building control staff in being helpful and responsive to your needs?**

91 of the 106 respondents were very satisfied that Building Control staff were helpful and responsive to their needs.

Rating	Count	Percentage
Very Satisfied	91	85.8%
Fairly Satisfied	9	8.5%
Neither satisfied or dissatisfied	3	2.8%
Fairly dissatisfied	3	2.8%
Very dissatisfied	0	0%
No response	0	0%
<b>Total</b>	<b>106</b>	<b>100%</b>

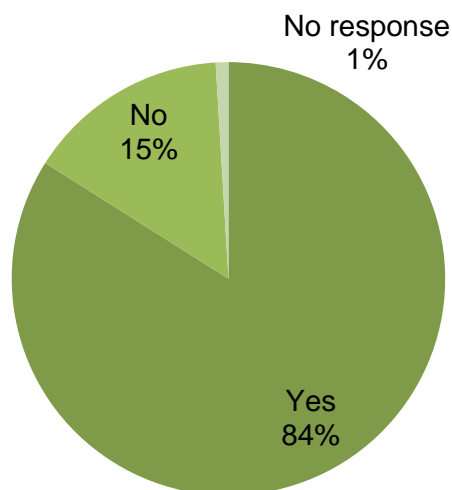
**Q6. How would you rate building control staff in being helpful and responsive to your needs**



**Q7. Do you consider that the Building Control Process had added value to the finished development/project?**

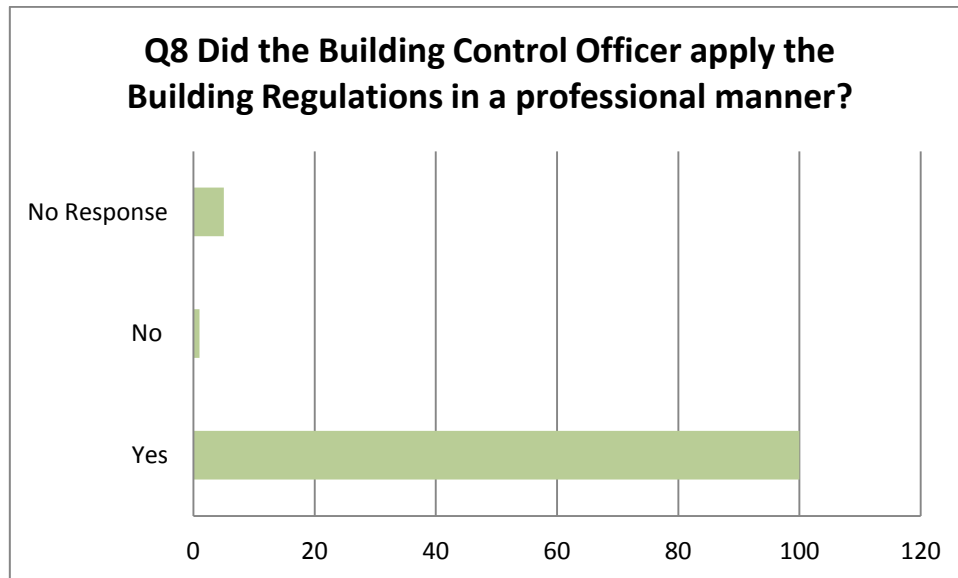
The majority of respondents (84%) believed that the Building Control process had added value to the development/project.

**Q7. Do you consider that the Building Control process has added value to the finished development/project?**



**Q8. Did the Building Control Officer apply the Building Regulations in a professional manner?**

Of the 106 responses, 94% of respondents believed the Building Control Officer applied the regulations in a professional manner, five did not answer this question and there was just one negative response.

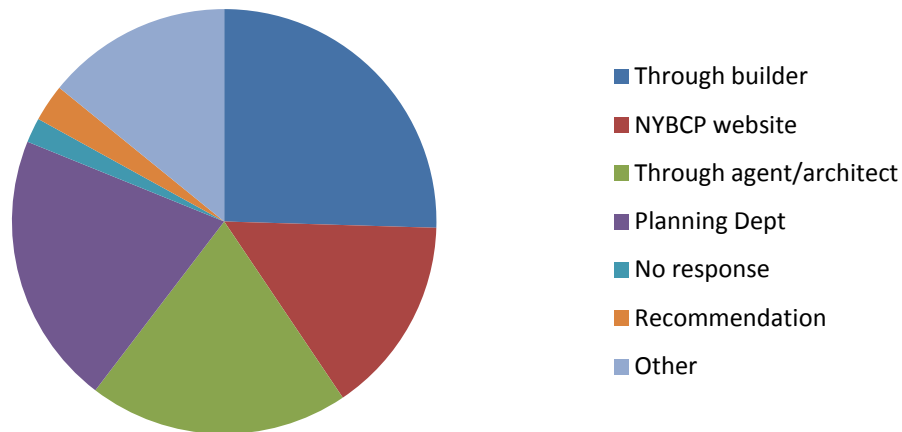


**Q9. Where did you first hear about the North Yorkshire Building Control Partnership?**

During this quarter, the majority of respondents first heard about NYBCP through their builder

Channel	Count	Percentage
Through builder	27	25.5%
NYBCP website	16	15.1%
Through agent/architect	21	19.8%
Planning Dept	22	20.8%
No response	2	1.9%
Recommendation	3	2.8%
Other	15	14.2%
<b>Total</b>	<b>106</b>	<b>100%</b>

### Q9. Where did you first hear about the North Yorkshire Building Control Partnership?



### Q10. Other comments

- After we had already applied for building control we got a very abrupt letter from your office saying we were carrying out the work without permission. I realise this might not be your fault but some member of the public that reported us.
- My use of the service was excellent. An efficient and helpful service which delivered its services in a friendly, professional and positive manner. The only downside was original online application when the new system had been introduced. I assume this has now had its glitches ironed out!
- Keep up the good work
- Thank you for your help.
- Keep up the good work.
- Clearly I'm very pleased with the help and advice provided by your staff. It has been partly self build and taken nearly 2 years to complete, but each visit has been informative and proactive. Many Thanks
- Very helpful through all stages.
- Yours is fine but the specific plans were to satisfy the Listed Building consent dept at Yoredale who don't even come and check they have been adhered to which is somewhat of a time wasting exercise on theirs and my behalf!
- Please extend our thanks to Julie, unfortunately we did not get her surname when she came to inspect this morning
- Found everyone helpful and professional
- Top job and a very professional service.
- On this occasion the service was excellent
- this was just a one of build but very satisfied, thank you
- I find £730 an unbelievable charge for previous misinformation from the planning department and the work involved to regularise the roof
- It is the first time we have used the service and we were impressed with the professionalism of all the staff involved
- many thanks Simon for all your support

- Keep looking to improve but you're doing extremely well already.
- Very pleased with assistance given
- Quick and efficient
- Just relieved to get the work passed. And very impressed with the way everyone was so friendly & helpful at what was, for me, a very stressful time.
- I regard the attention to detail by your inspectors to ensuring work completed to highest standards as being what it is all about 10 out of 10
- Big Thank you
- Prompt friendly very helpful online could do with been a bit more user friendly but the staff when I phoned helped me sort out issues
- Keep up the good work!
- We were obliged to employ the services of building control because we were told the project warranted their input by the North Yorkshire Landlord Services for schools. When I saw the actual work that the representative did on site I was appalled at the cost of the service for what we actually received. We are accountable for the spending of public money in schools and I cannot reconcile what the service cost for what we actually received.
- Carrying out a project at a long distance and only being on site a few days a month, it was very helpful that the inspectors were able to attend when we were on site.
- A very good service I would recommend to others!
- Mr Morris the building inspector was very helpful through all aspects of the build, always on hand to give advice and always returned calls.